

☐ CalSAWS DD&I☒ C-IV M&O☐ CalWIN M&O☐ LRS M&E

Distribution Date:	August 19, 2021
To:	PPOC.39; Consortium.RegionalManagers,All; Consortium.SectionDirectors;
CIT Name:	BenefitsCal Customer/CBO Go Live Communications
From:	CalSAWS Project

PPOCs, please forward to the appropriate impacted staff in your county:

- | | |
|---|---|
| <input checked="" type="checkbox"/> General
<input type="checkbox"/> Policy
<input type="checkbox"/> CW
<input type="checkbox"/> CF
<input type="checkbox"/> MC
<input type="checkbox"/> CMSP
<input type="checkbox"/> FC/KG/AAP
<input type="checkbox"/> Child Care
<input type="checkbox"/> WtW
<input type="checkbox"/> Other Program(s) _____
<input type="checkbox"/> C4Yourself <input type="checkbox"/> Your Benefits Now!
<input type="checkbox"/> Customer Correspondence
<input checked="" type="checkbox"/> Other: Self Service Portal | <input type="checkbox"/> Reports
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Caseload Movement
<input type="checkbox"/> Management
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Security
<input type="checkbox"/> Batch and Interfaces
<input type="checkbox"/> Imaging
<input type="checkbox"/> Migration
<input type="checkbox"/> Conversion
<input type="checkbox"/> Technical
<input type="checkbox"/> Training
<input type="checkbox"/> Help Desk |
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Description: (Including any step-by-step instructions)	<p>Purpose (Identify what Counties this CIT affects)</p> <p>The purpose of this CIT is to share with the C-IV counties the go-live communications, which will be sent to county staff, customers, and Community Based Organizations (CBOs) announcing the new BenefitsCal website.</p> <p>Background</p> <p>BenefitsCal will be replacing C4Yourself (September 2021), YourBenefitsNow! (November 2021), and MyBenefitsCalWIN (2022).</p> <p>The BenefitsCal communication activities are in progress and include a series of go-live emails to prepare staff, customers and CBO's for the transition. The following is a list of planned correspondence:</p>
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	<table><tr><th>Correspondence</th><th>Send Date</th><th>Auto Generated and Sent</th><th>Description/Audience</th></tr><tr><td>Prepare For Go Live: Internal Stakeholders</td><td>09/23/21</td><td>X</td><td>Sent to Caseworkers & Call Center Staff: Recap of what has been sent to customers, quick guides to help customers log in, and channels used to submit feedback.</td></tr><tr><td>C4Y Go Live Announcement</td><td>09/27/21</td><td>X</td><td>Sent to CBO's: The new system is online and invite them to log in. Will include links to training materials, resources to learn more, and repeat the features of the new BenefitsCal.</td></tr><tr><td>C4Y Internal Go Live Announcement</td><td>09/27/21</td><td>X</td><td>Sent to Caseworkers, County Administrators, State Partners, etc.: Celebrating that BenefitsCal is live with resources and training materials to help.</td></tr><tr><td>C4Y Log in to the New System</td><td>10/11/21</td><td>X</td><td>Sent to Customers: BenefitsCal is here! Go to BenefitsCal.com, apply for benefits and create an account.</td></tr></table> <p>Please note the emails will be sent in English with a link customer's can click on for translation in their primary language. The following languages are supported in release 1: Spanish, Armenian, Cambodian (Khmer), Chinese (Traditional Chinese) Hmong, Korean, Lao, Portuguese, Russian, Tagalog, and Vietnamese.</p> <p>County Action</p> <ul style="list-style-type: none">• Please read the email communications that will be sent to your customers, CBO's, and staff. <p>If you have any questions regarding this CIT, please reach out to the Project Contacts below and CC your Regional Manager(s).</p>	Correspondence	Send Date	Auto Generated and Sent	Description/Audience	Prepare For Go Live: Internal Stakeholders	09/23/21	X	Sent to Caseworkers & Call Center Staff: Recap of what has been sent to customers, quick guides to help customers log in, and channels used to submit feedback.	C4Y Go Live Announcement	09/27/21	X	Sent to CBO's: The new system is online and invite them to log in. Will include links to training materials, resources to learn more, and repeat the features of the new BenefitsCal.	C4Y Internal Go Live Announcement	09/27/21	X	Sent to Caseworkers, County Administrators, State Partners, etc.: Celebrating that BenefitsCal is live with resources and training materials to help.	C4Y Log in to the New System	10/11/21	X	Sent to Customers: BenefitsCal is here! Go to BenefitsCal.com, apply for benefits and create an account.
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Primary Project Contact: (Name, phone number, email address)	Matthew Spurrier spurrierm@calaces.org																				
Backup Project Contact: (Name, phone number, email address)	Jennifer Hobbs hobbsj@calsaws.org																				
Attachments:	C4Y Go-Live Announcement.docx C4Y Internal Go-Live Announcement email.docx C4Y Log in to the New System email.docx Prepare for Go-Live Internal Stakeholders.docx																				
Web Portal Link:	<div></div> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none">1. Click on the CRFIs & CITs link at the top of the page.2. Click on the "CalSAWS Information Transmittal (CIT)" folder.																				

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| | <ol style="list-style-type: none">3. Click on the "2021" folder.4. Click on the appropriate CIT # folder. |
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